

# Employee Self-Service

## Additional Features

### Frequently Asked Questions

If you have questions about logging into Employee Self-Service please access FAQs at [http://omb.delaware.gov/epay/self\\_service\\_training.shtml](http://omb.delaware.gov/epay/self_service_training.shtml)

| QUESTION:  | ANSWER:  |
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| What new features can I use in Employee Self-Service?  | The additional Employee Self-Service features include:<br>1. View and print online W-2 forms<br>2. View and update personal information  |
| What options do I have for W-2 forms?  | 1. The feature provides the option to consent to view and print W-2 forms online from Employee Self-Service and NOT receive W-2 forms through U.S.mail.<br>2. The feature allows you to withdraw your consent at any time. Withdrawing your consent means you will receive W-2 forms through U.S. mail for any W-2 forms not yet issued. |
| I am a new employee, when am I able to give my consent?  | New employees are unable to consent until they receive their first pay.  |
| When will my W-2 be available online?  | As soon as they are processed in January of every year.  |
| Can I access previous years W-2 forms online?  | The first available calendar year for online W-2 forms is 2013. W-2s prior to 2013 are not available online.   |
| Can I access W-2 forms online after I leave State service?   | You will not be able to access W-2 forms online once you leave State service. The W-2 form for the calendar year in which you leave State service will be mailed to you.   |
| What if I have consented to receive an electronic W-2 form and don't have access to a printer to print my online W-2 form? | Contact your Human Resources or Payroll Office for a W-2 Processing Request Form. You may be charged a fee for this service.   |
| What if my W-2 is incorrect?   | Contact your Human Resources or Payroll Office.  |
| What hardware or software do I need to access my online W-2?   | You will need a computer with an internet connection.  |
| How long is my consent active?   | Your consent is valid until you withdraw your consent or are no longer employed by the State of Delaware.  |
| What is a W-2c form?   | A W-2c form is produced when a correction is required to your original W-2 form.   |

| QUESTION:  | ANSWER:   |
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| <p>I am a State employee and also work for the Department of Elections as an election poll-worker. Are my election poll-worker earnings and W-2 available for viewing through Employee Self-Service?</p> | <ul style="list-style-type: none"> <li>• No, election poll-worker payments are made through the State's financial system, not the payroll system. Therefore, they cannot be viewed through Employee Self-Service.</li> <li>• In prior years, the election poll-worker earnings were added to employee's State wages and reported on a single W-2. Beginning with the W-2 for calendar year 2013, State employees who also receive payments as election poll-workers, will receive a separate paper W-2 via the U.S. mail for just the election poll-worker payments.</li> <li>• If you choose (consent) to stop receiving a paper W-2 for your State employee earnings, you will still get a paper W-2 for your election poll-worker payments. If you do not choose to stop receiving paper W-2's for your State employee earnings, you will receive two printed W-2s via U.S. mail. Employees must report the earnings from both W-2s when filing annual taxes.</li> </ul> |
| <p>What personal information can I view and update?</p>  | <p>The feature allows the following personal information to be viewed and updated:</p> <ol style="list-style-type: none"> <li>1. Home and Mailing Address</li> <li>2. Phone Numbers</li> <li>3. Emergency Contacts</li> <li>4. Email Address</li> <li>5. Ethnicity</li> <li>6. Disability</li> </ol>  |
| <p>Who do I contact with questions about the Employee Self-Service features?</p>   | <p>Contact your Human Resources or Payroll Office.</p>  |